M&LF5 Resolve customer service problems

Overview

What this Unit is about

This Unit is all about what to do when it is difficult to meet customer expectations.

Even if the service you give is excellent, some customers will experience problems. Part of your job is to help to resolve those problems. A problem is anything that means customer expectations are not being met. This may be because your customer's expectations involve more than you can offer or because your service procedures have not been followed.

Some problems are reported by customers and sometimes you spot the problem first and resolve it before your customer has even noticed.

As soon as you are aware of a problem, you need to consider the options and then choose a way to put it right.

This Unit is particularly important in customer service because many customers judge how good the customer service of your organisation is by the way problems are handled.

Key words and phrases for this Unit

- listening
- recognise repeated problems
- share feedback
- choose amongst options
- work with others
- resolve problems
- check progress
- give explanations

M&LF5 Resolve customer service problems

Behaviours	Element 1 — Spot customer service problems
You will exhibit the following behaviours:	1 Listen carefully to your customers about problems they have raised. 2 Ask your customers about the problem to check your understanding. 3 Recognise repeated problems and alert the appropriate authority. 4 Share customer feedback with others to identify potential problems before they happen. 5 Identify problems with systems and procedures before they begin to affect your customers.

M&LF5 Resolve customer service problems

Behaviours

You will exhibit the following behaviours:

Element 2 — Pick the best solution to resolve customer service problems

1. Identify the options for resolving a customer service problem.
2. Work with others to identify and confirm the options to resolve a customer service problem.
3. Work out the advantages and disadvantages of each option for your customer and your organisation.
4. Pick the best option for your customer and your organisation.
5. Identify for your customer other ways that problems may be resolved if you are unable to help.

Behaviours

You will exhibit the following behaviours:

Element 3 — Take action to resolve customer service problems

1 Discuss and agree the options for solving the problem with your customer.
2 Take action to implement the option agreed with your customer.
3 Work with others and your customer to make sure that any promises related to solving the problem are kept.
4 Keep your customer fully informed about what is happening to resolve problem.
5 Check with your customer to make sure the problem has been resolved to their satisfaction.
6 Give clear reasons to your customer when the problem has not been resolved to their satisfaction.

M&LF5 Resolve customer service problems

Knowledge and Understanding

You need to know and understand:

General knowledge and understanding

1. Organisational procedures and systems for dealing with customer service problems.
2. How to defuse potentially stressful situations.
3. How to negotiate.
4. The limitations of what you can offer your customer.

M&LF5 Resolve customer service problems

Evidence Requirements

Elements	**Evidence of Elements:** ♦ possible examples of evidence	Behaviours	Knowledge and Understanding		
			General	Industry specific	Context specific
1	**Records of your capacity to spot customer service problems**				
	♦ e-mails and other communications with customers about the service they receive and your responses to feedback	**1, 2**	**1**		
	♦ notes of formal and informal meetings and discussions with customers	**1, 2**	**2, 3, 4**		
	♦ records of measures of customer service in your area and notes on discussion of them with team members, colleagues and others including conclusions drawn from them and actions taken	**3, 4, 5**	**1**		
	♦ e-mails, notes, papers, recommendations, etc you have written on the operation of customer service systems and procedures	**3, 4, 5**	**1**		
	♦ personal statements (reflections on your own actions to identify customer service problems)	**1,2,3,4,5**	**1,2,3,4**		
2	**Records of your actions to solve customer service problems**				
	♦ notes of minutes of meetings with team members, colleagues and others on ways to solve customer service problems	**1,2,3**	**1**		
	♦ e-mails, notes, papers, recommendations, etc you have written on solutions to customer service problems	**1,2,3,4**	**1**		
	♦ e-mails and other communications with customers about your responses to customer service problems	**5**	**2,3,4**		
	♦ personal statements (reflections on your own actions to identify customer service problems)	**1,2,3,4,5**	**1,2,3,4**		

3	**Records of your actions to resolve customer service problems**				
	♦ notes of minutes of meetings with team members, colleagues and others on actions to resolve customer service problems	**1, 2**	**1**		
	♦ e-mails, notes, papers, recommendations, etc you have written on actions to resolve customer service problems	**1, 2**	**1,2**		
	♦ e-mails and other communications with customers about your responses to customer service problems	**3,4,5,6**	**2,3,4**		
	♦ personal statements (reflections on your own actions to identify customer service problems)	**1,2,3,4,5,6**	**1,2,3,4**		

NB — This Unit is in a slightly different format. It has three elements each of which has a number of behaviours. There are no PC. There are also general knowledge requirements which apply across all three elements. The table covers each of the three elements